

**INFORMATION TECHNOLOGY SPECIALIST**

(Competitive Class)

**DISTINGUISHING FEATURES OF THE CLASS**

This class comprises a responsible, non-supervisory position, the primary duties of which include assisting the Fire Chief in the design, implementation, and maintenance of a computerized fire department records management system. The employee of this class works closely with the city information technology department and fire department administrative personnel to assure that the departmental records management system is kept current and maintained for the purposes of tracking departmental activity, and for submitting accurate LFIRS reports to the State Fire Marshal. The Information Technology Specialist provides technical assistance to fire department employees responsible for data entry. The Information Technology Specialist works under general supervision, reporting to and having work reviewed by the Fire Chief.

**EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Assists Fire Chief in designing, implementing, and maintaining a computerized fire department records management system, including developing and recommending policies for its use. Examines and evaluates existing records management system in order to develop new or to recommend improvements in systems format, use, and control. Confers with department personnel to identify problems and to gather suggestions for improvements to records-management systems. Meets with division heads to review requests for computer equipment and software. Assures that the departmental records management system is kept current and maintained for the purposes of tracking departmental activity. Prepares correspondence and develops new forms for departmental reports and as required for the dissemination of information relative to the information management process.

Installs, modifies, and makes repairs to department computer hardware and software systems and provides technical assistance and training to system users. Installs hardware and peripheral components, such as monitors, keyboards, printers, and disk drives following design or installation specifications. Loads software such as operating systems, word processing, or spreadsheet programs into computers and assists network providers in setting up computer network.

Prepares written procedures and manuals to be used by department personnel in the operation of the computer systems and applications. Instructs users in the use of equipment, software, and manuals. Responds to inquiries concerning problems with systems and/or operations and performs remedial actions to correct problems based on knowledge of system operation. Runs queries as needed to obtain information for fire department reports.

Maintains Mobile Data Browser and Road Safety-Driver equipment, and Health Ware Solutions or other public safety software applications on fire department first responder vehicles including interfacing with the records management system, repairing, replacement, and training. Maintains fire department SEMS monitoring system and provides technical assistance where needed. Installs and configures PAAs on airpacks.

Researches and makes recommendation of the purchase of computer network equipment and software. Writes specifications for computer equipment purchases. Meets with computer hardware and software vendors to review products related to the departmental records management system. Assists in preparing department budget by gathering information on equipment needed for records management system.

Assist in writing grants for the fire department. Attends training on computer software as required. Maintains the fire department website, email accounts, and user access to internet.

Promotes a positive image of the department in the daily performance of duties by interacting with the public, and state and local agencies. Provides assistance to other public safety agencies during emergencies in order to share information and data. Answers telephone calls coming in on assigned lines and handles routine matters or transfers caller following department procedures.

Performs any related duties assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and

administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must present documentation indicating, at a minimum, that the applicant has met the minimum high school graduation requirements necessary to receive a high school diploma as established by the state of Louisiana Board of Elementary and Secondary Education. Such documentation shall include at least one of the following: high school diploma, high school transcript, certificate of equivalency, affidavit from the issuing high school, college diploma, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for certification of graduation.

Must possess a valid driver's license.

Must have a minimum of three (3) years experience in electronic computer or communications equipment related field with a working knowledge in data and telecommunications systems, including installing and maintaining Local Area Networks.

